

## FaDSS Onsite Review Process

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*The onsite review will be conducted every year. The onsite includes an evaluation of FaDSS program standards. There are a total of 32 FaDSS program standards that will be reviewed. Program Managers will review some agencies together to assure inter-rater reliability of the onsite review process. Unless indicated otherwise the process reflected below relates to the program onsite process. Updates to the FaDSS Standards for FY 16 will be reviewed for compliance (via file reviews) effective 10/1/2015.*

*In addition, FaDSS will review organizational standards for compliance as identified by individual grantees. These may include National Standards for Community Services Block Grant, Council on Accreditation, Commission on Accreditation of Rehabilitation Facilities, Iowa Family Support Standards, and FaDSS Organizational Standards.*

*FaDSS State Managers will confer with fiscal staff within the Department of Human Rights to review their findings from their last monitoring visit. Fiscal monitoring is done yearly. The results of those visits will be incorporated into FaDSS Onsite Report for the year (phase 4).*

Forms completed by DCAA to document standard compliance include:

Onsite Report	FaDSS Family File Review and Companion
Supervisory and Administrative Review	Personnel Review for FDS, Supervisor, Management and Support
Home Visit Observation	Staff Interviews

### Pre-Onsite (will be completed six weeks prior to Phase 1)

- DCAA and Grantee FaDSS Coordinator will coordinate the dates of the onsite review. Dates should be arranged at least six weeks in advance of the first visit or as agreed upon by both parties. Information will be sent out regarding the onsite after dates have been confirmed. This information includes:
  - Draft agenda detailing the onsite activities. Grantees will fill in any blanks that are on the draft schedule and email to DCAA. DCAA will confirm the schedule.
  - Results sheet from the previous year.
  - DCAA will provide list of recently exited family names (one file per FTE specialist) for file reviews.

### Phase 1 (1 to 1 ½ days) – First Visit

- DCAA attend staff meeting or one-on-one supervisory meeting or both (length varies).
- DCAA will monitor for standards through observation of the staff meeting and/or one-on-one. Specific standards to review may include 2, 10, 11, 25, 26, and 27. This will be documented on the supervisory and administrative review form and in the onsite report.
- DCAA will seek input from families through a home visit observation. This will be documented on the home visit observation and included as part of the Onsite Report. DCAA could request holding a family focus group. This would be done if it is agreed upon by both parties. (1 – 2 hours)
- DCAA will provide technical assistance on standard documentation as necessary.
- DCAA will take exited family files as needed for review. Exit files will be secured by state staff to preserve access to FaDSS family files to authorized personnel of the FaDSS program following standard 32 of the FaDSS program standards.

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- If a program has been reviewed by an accrediting body (CSBG, CARF, COA, IFSC) during the year prior to the FaDSS review for organizational standards, the agency will provide copies and supporting documentation of the most recent review/accreditation outlining the agencies level of adherence to those standards. This documentation may include a letter and report detailing the review process and any findings noted responses to those findings including any action taken, and any further response from the accreditation entity accepting the action taken to those responses.

## Phase 2 (Desk review by DCAA)

- DCAA will review exited family files and document compliance with standards on the FaDSS File Review form. The file reviews will include a review of FaDSS standards 3 – 23. FaDSS files must remain secure when not in use, following standard 32 of the FaDSS program standards.
- Complete a compliance check of standard 8; which requires families to exit FaDSS within three months of leaving FIP. This is verified by cross referencing the DHS system and the FaDSS system and comparing FaDSS exit dates with FIP exit dates.
- Review agenda with FaDSS Coordinator and make any adjustments.
- Review organizational standards information as provided by the grantee.

## Phase 3 (1 - 3 days) Second Visit – Occurs approximately one month after Phase 1 (First Visit) or as agreed upon by both parties.

- DCAA will review current family files and document compliance with standards on the FaDSS File Review. The file reviews will include a review of FaDSS standards 3 – 23 (approximately 1 hour per file).
- DCAA will review documentation of families not enrolled or placed on the waiting list. This includes a review of FaDSS standard 2 (1 hour).
  - Will select files based on Grantee method of storage for families not enrolled.
  - Will select files based on Grantee method of storage for families on waiting list.
- DCAA will conduct FDS staff interviews (1 to 1 ½ hours).
  - Management will not be present.
  - Coordinators/Supervisors that have a caseload will not be included.
  - DCAA will assess FDS knowledge and understanding of program standards. This will provide documentation of the agency's implementation of policy as well as procedures and processes used to assure compliance with program standards.
- DCAA will review personnel files for FaDSS standards 24, 28, 30, and 31. Some items reflected in personnel files may actually be kept separate from the official personnel file and may be kept by the Coordinator. These standards will be documented for compliance on the Personnel Review for FDS, Supervisor, Management and Support and the Supervisory and Administrative Review forms and included on the Onsite Report (1 hour).
- DCAA will meet with FaDSS management group (Coordinator and/or Supervisor) (1 to 1 ½ hours).
  - DCAA will review program supervision records for Standards 24 – 26 and standard 29.
  - DCAA will review file review and personnel findings.
  - DCAA will review outcomes.
  - DCAA will lead discussion on strengths/challenges of program.
  - DCAA will ask about future plans of the program.

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- DCAA will discuss organizational standards and corresponding reports from the agency's accrediting body. This may include the need to request any additional follow up to the accrediting report.
- DCAA will meet one on one with specialists and their supervisor to go over family files (1/2 hour per FDS).
  - DCAA will review file review forms for family files reviewed. Interviews with FDS will include reviews of standards 3 – 23.
  - Discuss strengths/challenges.
  - Answer questions from FDS.
- Exit interview (1 hour).

*Who should attend: Program Management, Executive Director, FDS, Fiscal, Human Resources and others invited by the program.*

  - Overview of the onsite process.
  - Discuss preliminary findings of the FaDSS Standards.
  - Discuss and receive input on strengths of the program.
  - Discuss suggestions for enhancements.
  - Discuss procedures identified in Phase 4.

### Phase 4

- DCAA will write the Onsite Report. This report will be completed approximately four to eight weeks after the date of the exit interview and will be sent to the agency board chair, executive director and FaDSS Coordinator. This report will provide a summary of compliance with organizational standards that are followed by the agency. This will include a discussion of the agency's most recent CSBG, COA, CARF, Council on Accreditation, Commission on Accreditation of Rehabilitation Facilities, Iowa Family Support Standards, or FaDSS Organizational Standards review.
- Supporting information will be sent to the agency's FaDSS Coordinator and include the following:
  - FaDSS Family File Review and Companion,
  - Supervisory and Administrative Review,
  - Personnel Review for FDS, Supervisor, Management and Support,
  - Home Visit Observation,
- The agency's executive director will submit a written response to the final report, if needed. Responses will be required for any standards not meeting expectations and will include a plan to address those areas not meeting expectations (action plan).
- DCAA will accept the action plan or work with grantee to get the action plan approved.
- DCAA will send an acceptance letter to grantee.
- Grantee will implement action plan.
- Approximately three months after approval DCAA will monitor to ensure that action plan was carried out.